
**DCSS P3 PROGRAM
CASE CLOSURE WORKGROUP
AUGUST 14, 2000 MEETING
MEETING SUMMARY**

A. GENERAL

On Monday, August 14, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Program, Case Closure Workgroup held its second session in Sacramento. The following members attended:

- ☐ BROWN, MARTIN – DCSS ANALYST
- ☒ FLORES, ED – DCSS ANALYST (CO-LEADER)
- ☒ GALLACHER, SHARI – SMALL COUNTY REPRESENTATIVE
- ☐ GERSHENZON, LEORA – ADVOCATE REPRESENTATIVE
- ☒ HILL, DENISE – FTB REPRESENTATIVE
- ☐ JACOBS, JENNIFER – ADVOCATE REPRESENTATIVE
- ☒ MARTINEZ, JUAN – FTB REPRESENTATIVE
- ☒ MEYERSTEIN, MICHAEL – MEDIUM COUNTY REPRESENTATIVE
- ☒ TODD, LIZ – LARGE COUNTY REPRESENTATIVE (SCRIBE)
- ☒ TOWNSLEY JORIE – MEDIUM COUNTY REPRESENTATIVE
- ☒ SNIDER, MELANIE – ADVOCATE REPRESENTATIVE
- ☒ WELLS, DALE – JUDICIAL COUNCIL REPRESENTATIVE
- ☒ WOMACK, VELMA – LARGE COUNTY REPRESENTATIVE (CO- LEADER)

Attending *ex officio* were:

- ☒ Kathie Lalonde, Facilitator (SRA International)

This meeting summary highlights points covered, material discussed, decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to [Liz Todd] at [ltodd@css.co. san-bernardino.ca.us].

B. REVIEW OF LAST MEETING'S MINUTES

Ed Flores opened the discussion with a review of the prior meeting minutes.

Jorie reported statistics for cases falling into the criterion of (b)1 (no court order for current support and balance is under \$500). In a total caseload of 18,000 there are only 13 cases falling within this criteria where NO payments have been received in the last 3 years. A total of 252 case fall into the criterion of having balances under \$500, but regular or sporadic payments are being received. These cases remain open. **The consensus is that very few cases are closed under these criteria.**

Three of the County Representatives gave their report on the percentage of cases in the total caseloads that do not have a SSN. Shari (small county) reported 5%, Jorie (medium county) 7% and Liz (large county) 15%. A discussion followed regarding locate procedures within the counties. Some counties utilize all locate tools, even those charging a service fee, while

others access only government agencies. Cost becomes a factor to larger counties when using private agencies.

The consensus is that a system needs to be in place to locate an SSN in all cases before the case is closed for lack of an SSN. The percentage of cases without an SSN is very small today compared to 10 years ago. This may not be a problem on a national level with automation.

C. TODAY'S TENTATIVE AGENDA

Discuss diligent efforts to identify father (303 (b)(3)).

Discuss diligent efforts to locate NCP (303.11 (b)(4)(1)).

Close after 3 years; or, not close and continue locate; how to continue locate.

CP locate efforts (303.11 (b)(10)) and for distributing collections (FC 17502) and when to close.

Assign homework and plan next meeting.

Before starting the discussion, it was brought up that we omitted a State closure criterion from the matrix. There is no equivalent Federal closure criterion. Criterion: The only issue is reimbursement, NCP is located and served, refuses to stipulate, and reimbursement cannot reasonably be expected to exceed \$1000. This was added to matrix.

D. DISCUSSION ISSUE : Diligent efforts to identify the father.

- Feds say one face to face interview with the CP is all that is required
- Federal law states if CP gives name we have to keep case open for 3 years
- Feds say if CP cannot give a name (name defined as a first and last name) she can sign the Sahi attestation and we can close immediately

Recommended Practice

If CP's address is known, one year after signing the attestation, the IV-D agency will contact the CP to advise her that the case will be closed if she cannot give additional information to identify the father. (This could possibly be done at the IV-A agency at the annual renewal process.)

If the CP's address is unknown, the case will remain open for 3 years to try to locate the CP and obtain the name of the father.

E. DISCUSSION ISSUE: Diligent efforts to locate the NCP.

- Private locate tools include – Choicepoint, Equifax, Lexus Nexus.
- State locate tools include – DMV, CPLS, FPLS, CLETS, Paroleads.
- Local locate tools include – Internet, Voter Registration Roll.
- Other efforts to locate NCP include – union letters, wage verification, property info, post office check, Secretary of State letters, Board of Equalization, Dept. of Consumer Affairs.

Recommended Practice

IV-D agency should use all available means to locate the NCP for 3 years. Thereafter the case should be referred to a State only Locate and Enforcement Program to continue locate procedures. (SOLEP)

F. DISCUSSION ISSUE: Locate efforts to find the CP when the IV-D agency has lost contact and when there are undistributed collections.

- If IV-D agency has collected money for the CP, new Federal Law states locate actions must be taken for 6 months before returning the money to the payor.
- The Feds believe we should be able to use locate tools to find CP.
- A manual case review should be conducted before returning undistributed collections and before closing the case for loss of contact with the CP.

Recommended Practice

Undistributed Collections – Use CPLS, Credit Bureau Check (header only), DMV, MEDS, Postmaster check and Manual Review.

Loss of Contact with the CP – DMV, MEDS, Postmaster check and Manual Review.

G. DEFINE NON-COOP FOR NON TANF CP

In each of the following instances a minimum of one warning should be given and the circumstances of non-cooperation should be documented before case is closed:

- 1 Failure to provide essential information to allow the worker to take the next case action.
- 2 Continued practice of accepting direct payments and a minimum of one warning has been given.
- 3 Failure to attend court hearings.
- 4 Refusal to sign forms.
- 5 Refusal to report private attorney actions.

H. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
E-mail website address to wrkgrp members to access Fed Action Transmittal 99-04 on federal case closure regs; proposed state regs and SOLEP	7/14/00	E.Flores	7/17/00	7/17/00	Done
Fed-Ex binders to each group member	7/14/00	K.LaLonde	7/17/00	7/17/00	Dept. decision to not FedEx binders
Review county policy &	7/14/00	S.Gallagher,	7/24/00	7/24/00	Done

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
practices on Case Closure and provide copy for workgroup		M.Meyerstein, E.Todd, V.Womack, J.Townsley			
Review federal regs and comments	7/14/00	Everyone	7/24/00	7/24/00	Done
Review information on case closure in binder	7/14/00	Everyone	7/24/00	7/24/00	Done
Review SOLEP (soft closure) Proposal	7/14/00	Everyone	7/24/00	7/24/00	Done
Develop straw-man matrix	7/14/00	D.Wells	7/24/00	7/24/00	Done
Obtain case closure guidelines and practices of other states	7/14/00	E.Flores, L.Gershenson	7/24/00		Done
Survey the 58 California county directors on case closure policies and practices. Provide copy of survey to wrkgrp members	7/14/00	S.Gallagher	7/24/00	7/24/00	Done
Provide workgroup with written comments to proposed fed case closure regs	7/14/00	K.LaLonde			Unsure of what is needed for this action item.
Bring statistics showing how many cases fall into the criteria of (b)1 (no court order for current support and balance is under \$500). This was to provide a benchmark for a medium sized county.	7/24/00	J.Townsley	8/14/00	8/14/00	Done
Each county representative in the group will determine local percentage of cases that don't have SSN for the NCP.	7/24/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/14/00	8/14/00	Done
Provide information on Paroleads	8/14/00	M.Meyerstein	8/28/00		
Provide information regarding verification of SSN through SSA	8/14/00	K.LaLonde	8/28/00		
ENCUSAL – review draft performance measures.	8/14/00	M.Snider	8/28/00		
Contact their UIFSA teams regarding recommendations for closing Responding Interstate cases	8/14/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/28/00		
Find out how many cases they have without a valid address for the CP	8/14/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/28/00		

CROSS OVER ISSUES

Performance Measures – Request change in Federal Performance Measures. Recommend that a supervisor or lead worker touch every case being closed.

Performance Measures – Responding to Interstate requests when a state is the initiating state.

August 28th Agenda

Add “ Soft case Closure Project” SOLEP

J. ANCILLARY (PARKING LOT) ISSUES

One group member expressed concern that once the state case closure criteria and policy is defined and implemented, counties may not follow the required practices. The group member felt there might be a need to develop a process to ensure that the case closure requirements are being followed. The facilitator noted that the group’s goal is to define best practices for case closure and not to define a verification and penalty process for non-compliance. Non-compliance concerns have been expressed in several workgroups and DCSS may want to consider this issue for further study.

K. ATTACHMENTS

None.